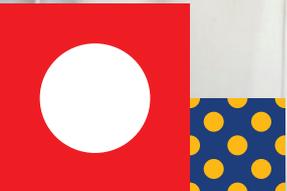
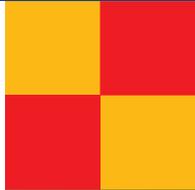




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# Disability Action Plan

2016-2018



QAC/R61/0316



DS/R61/0316



Disability™  
Employment  
Services

AN AUSTRALIAN GOVERNMENT INITIATIVE

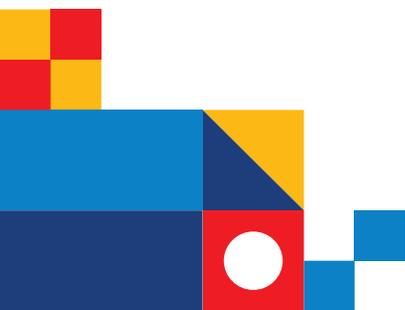


## Our Vision

“To be the most innovative and unique provider of human and community services.”

## Our Mission

“To enable people, communities and places to overcome disadvantage to aspire to their greatest potential.”



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The objective of EPIC's Disability Action Plan (DAP) 2015 - 2018 is to detail strategies and actions to be undertaken over the next three years to improve access, inclusion and participation for people with disability as staff members, program participants and community members.

The general community's perception of barriers facing people with disability can often be limited to the physical environment (for example, that a person in a wheelchair needs a ramp rather than steps). However the range of barriers they face is far more diverse, and often subtle and unintended.

EPIC's DAP addresses both the obvious and more subtle barriers and aims to deliver a sustainable change throughout the organisational culture. EPIC is confident that changes initiated through the DAP will permeate our work practices, systems and culture and deliver improvements for people with disability, staff and participants.

In developing this DAP, EPIC addresses the following key outcome areas recommended by the Australian Human Rights Commission:

- Equitable access to premises
- Accessible information
- Equitable access to activities and services
- Equitable opportunities for participation
- Staff training, advice and support
- Equitable employment practices, and
- Promotion of positive community attitudes and advocacy for people with a disability.



# Policy Context and Framework

## Our Name

There are a number of legislative requirements, regulations and policies that guide organisations in relation to matters of disability. Development of the DAP ensures compliance with the relevant legislation and regulations and demonstrates EPIC's commitment to the protection of the rights of people with a disability.

At a national level, the Disability Discrimination Act 1992 (DDA) makes it unlawful to discriminate on the basis of disability.

Internationally, Australia has ratified the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD) and its Optional Protocol. The Convention marks a "paradigm shift" in attitudes and approaches to persons with disabilities. This shift is a movement away from seeing persons with disabilities as "objects" of charity, medical treatment and social protection to viewing them as "subjects" with rights, capable of claiming those rights and making decisions for their lives based on free and informed consent, as well as active members of society.

Matters related to disability, access and inclusion do not operate in isolation, but permeate every aspect of EPIC's business. The DAP is therefore linked to other organisational strategies and plans. It was developed with careful consideration and alignment to EPIC's Strategic Initiatives and relevant policies. EPIC policies that support the Disability Action Plan include:

- Diversity Policy
- Human Resource / Personnel Policy
- Human Rights and Equal Opportunity Policy

### EPIC Disability Action Plan Key Priority Areas 2015 - 2018

1. Recruitment Process
2. Learning and Development
3. Accessible Infrastructure
4. Communication
5. Products and Services Purchasing and Delivery
6. Governance and Accountability

# 1. Recruitment Process

## Objective:

EPIC will commit to increasing employment opportunities for people with a disability within the organisation.

Strategic Actions	Tasks	Performance Indicators	Responsibility	Time Frames
<p>Remove all barriers that may reduce the chances for equitable opportunity to work within EPIC.</p> <p>Ensure there is relevant data to measure success of this strategy.</p> <p>Develop measures and plans to ensure the achievement of an inclusive employment environment for people with a disability.</p>	<p>Analyse recruitment process:</p> <ul style="list-style-type: none"> <li>■ Advertising and branding</li> <li>■ Candidate sourcing</li> <li>■ Job design</li> <li>■ Recruitment</li> <li>■ Selection process</li> <li>■ Induction</li> </ul> <p>Carry out survey of all staff.</p> <p>Review recruitment process utilising the findings from the analysis.</p> <p>Continue to monitor EPIC's employment rate of people with disability.</p> <p>Develop a formal retention plan.</p> <p>Review and amend the induction process if required.</p>	<p>Goals are set for the employment participation and retention rates for staff with disability.</p>	<p>HR Officer</p> <p>↓</p> <p>Community Engagement Advisor</p> <p>↓</p> <p>Senior Leadership</p>	<p>Ongoing</p>



# 2. Learning and Development

## Objective:

EPIC will support staff to ensure relevant awareness, knowledge, attitudes and skills about disabilities, the Disability Discrimination Act 1992, supporting people with a disability and the human rights Convention.

Strategic Actions	Tasks	Performance Indicators	Responsibility	Time Frames
<p>Develop a suite of programs for delivery to EPIC staff and management to address any gaps in staff knowledge, awareness, attitudes and skills relating to disability.</p> <p>Develop a training program relevant to the organisation and its capacity.</p> <p>Develop staff personal development plans that utilise accredited training options.</p>	<p>Analyse current 'Learning and Development' programs, organisational competency and knowledge around disability.</p> <p>Ascertain disability knowledge and competency among staff.</p> <p>Obtain quotes from suppliers and partners to provide a strategic approach to delivery of desired programs.</p> <p>From this design appropriate programs and set budget.</p> <p>If required, build a personal development plan for staff members that will be assessed each year.</p>	<p>Targeted disability awareness training conducted for all staff when required.</p> <p>Selection personnel will be appropriately trained and aware of disability issues.</p> <p>Training provided for staff with disability when required.</p>	<p>HR Officer</p> <p>↓</p> <p>Community Engagement Advisor</p> <p>↓</p> <p>DAP Committee Senior Leadership</p>	Ongoing

# 3. Accessible Infrastructure

## Objective:

EPIC will strive to ensure a process of continual improvement across all Service Centres and infrastructure to increase accessibility.

Strategic Actions	Tasks	Performance Indicators	Responsibility	Time Frames
<p>All EPIC facilities, infrastructure and venues used for major EPIC events will comply with the agreed level of accessibility where possible.</p> <p>Develop a plan to address any known gaps in our facilities and infrastructure.</p>	<p>Initial Access Audits will be conducted across EPIC facilities and infrastructure.</p> <p>Establish and review accessibility check list guidelines for future EPIC activities, purchases, renovations and capital works.</p> <p>Carry out annual Service Centre and infrastructure audits with recommendations and critical issues/incident reports.</p>	<p>EPIC's buildings and facilities will be accessible to people with disability.</p> <p>Continual improvement access plans will be implemented for all buildings and facilities.</p>	<p>HR Officer</p> <p>↓</p> <p>Corporate Services</p> <p>↓</p> <p>Community Engagement Advisor</p> <p>↓</p> <p>Senior Leadership</p>	<p>Commence within 12 months and ongoing.</p>



# 4. Communication

## Objective:

EPIC will strengthen communication to ensure internal and external stakeholders receive accessible information.

Strategic Actions	Tasks	Performance Indicators	Responsibility	Time Frames
<p>Ensure all communication activities are according to best practice methods and resources.</p> <p>Ensure style guides incorporate contemporary knowledge of accessibility.</p>	<p>Review all current communication activities, identifying any gaps or opportunities for improvement.</p> <p>Review communication policy and style guide to identify potential improvements in mediums and methodology.</p> <p>Implement communication policy, guidelines and style guide.</p>	<p>EPIC communication practices will demonstrate best practice methods.</p> <p>Style guides and associated policy are reviewed and implemented.</p> <p>EPIC staff are trained in the use of communication style guides.</p>	<p>Marketing Department</p> <p>↓</p> <p>DAP Committee</p> <p>↓</p> <p>Senior Leadership</p>	<p>Ongoing</p>

# 5. Products and Services

## Objective:

EPIC will strengthen its purchasing processes to ensure it has accessible assets, products and services while supporting employment opportunities for people with disability.

Strategic Actions	Tasks	Performance Indicators	Responsibility	Time Frames
<p>All activities, services and products of EPIC will follow established standards in accessibility for people with disability.</p> <p>EPIC purchasing policies will support employment opportunities for people with disability.</p>	<p>Develop a checklist for sign-off approval prior to financial investment or commencement of EPIC sanctioned activity.</p> <p>Develop procurement guidelines and criteria.</p> <p>Develop a list of preferred suppliers based on agreed criteria.</p> <p>Review all suppliers based on new guidelines.</p>	<p>EPIC activities, products and services will comply with agreed guidelines on accessibility.</p> <p>EPIC procurement practices will support employment opportunities for people with disability.</p>	<p>Financial Controller/ Procurement Officer</p> <p>↓</p> <p>DAP Committee</p> <p>↓</p> <p>Senior Leadership</p>	<p>Ongoing</p>



# 6. Governance and Accountability

## Objective:

EPIC commits to ensuring that the Disability Action Plan becomes ingrained in its organisational culture and the way it does business.

Strategic Actions	Tasks	Performance Indicators	Responsibility	Time Frames
<p>Establish key measures and reporting for all lines of the organisation to measure implementation of the DAP.</p> <p>Establish a review and governance process or committee to oversee the DAP implementation and manage corrective action.</p>	<p>Design and gain agreement for the reporting format and guidelines.</p> <p>Establish KPIs and measures that are related to DAP implementation. Align actions and KPIs to management responsibilities.</p> <p>Seek approval for the committee.</p> <p>Establish the committee with a cross section of staff and management and possibly external partners.</p> <p>Establish the committee charter.</p> <p>Announce its role and responsibilities.</p>	<p>DAP launch.</p> <p>Staff DAP awareness training completed</p> <p>Measure DAP activities and report achievements.</p> <p>The DAP is integrated into EPIC governance structure and aligned with EPIC Strategic Directions</p>	<p>DAP Committee</p> <p>↓</p> <p>Senior Leadership Team</p>	<p>Within four months of DAP launch</p> <p>Ongoing</p>



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## Contact Us

To connect with your local  
EPIC Service Centre call 13 EPIC (13 3742)  
or email us on [info@epicassist.org](mailto:info@epicassist.org)

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